

## OBSERVATION REPORT #61

**KPMG Consulting did not receive numerous responses on local service requests (LSRs) and pre-order transactions during volume testing.**

### Issue

On October 12, 2000, KPMG Consulting submitted 12882 pre-order and order transactions for volume transaction testing. These submitted transactions were projected to occur across the Verizon-NJ region in early 2001. KPMG Consulting expected to receive a local service confirmation (LSC) or an error message (ERR) for all LSRs and a response for all pre-order transactions. However, KPMG Consulting only received responses on 90 percent of the submitted LSRs and 98 percent of the submitted pre-orders. Particularly notable is the fact that only 74% of LSR Resale volume transactions received any response.

Table 1 summarizes the number of submitted LSRs and the responses received. Table 2 summarizes the number of submitted pre-orders and the responses received.

**Table 1**

Transactions		Transmitted by KPMG Consulting (A)	Responses from Verizon-NJ (B)	% of Responses (B/A)
LSR	Loop	1927	1816	94%
	Resale	1217	905	74%
	UNE-P	1927	1855	96%
	<b>Total</b>	<b>5071</b>	<b>4576</b>	<b>90%</b>

**Table 2**

Transactions		Transmitted by KPMG Consulting (A)	Responses from Verizon-NJ (B)	% of Responses (B/A)
Pre-Order	Address Validation (ADR)	888	880	99%
	Customer Service (CSR)	8617	8466	98%
	Schedule Inquiry Availability (DDA)	1048	1036	99%
	Directory Listing (DLR)	764	751	98%
	Loop Qualification (LQB)	253	251	99%
	xDSL Loop (LXR)	1016	1002	99%
	Feature & Service (PSA)	296	286	97%
	<b>Total</b>	<b>12882</b>	<b>12672</b>	<b>98%</b>

*Note: System Support Help Desk Trouble Ticket #138008 was sent to address this issue.*

## **Assessment**

Verizon's inability to provide pre-order and order responses may affect CLEC's ability to provide service to customers.